From: Flock Safety Support
To: Stephen Best
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Daniel Cohen; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: UPDATE since Maintenance on 05-29-24 RE: Cam 086 "SB Bradley (north of Hancock)" still fail to read
Date: Thursday, June 13, 2024 12:58:15 PM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Thanks for the heads up - bringing this to the powers that be to see what they can determine. Stay tuned.

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 6/13/2024, 10:27 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: UPDATE since Maintenance on 05-29-24 RE: Cam 086 "SB Bradley (north of Hancock)" still fail to read

Flock Safety Support,

Camera “086 SB Bradey (north of Hancock)” is still failing to read my plate at night when I’m in the #1 lane.

Don’t know if there is anything else you can do.

5/30 05:35:15 Hrs. -fail

5/31 05:36:55 Hrs. – fail

6/4 05:33:42 Hrs. -success

6/5 05:47:04 Hrs. -success

6/11 05:34:34 Hrs. -fail

6/12 05:30:25 Hrs. -fail

6/13 05:36:25 Hrs. -fail

On a positive note, Cam 116 WB Betteravia has successfully read my plate every morning in lane 2 since its maintenance was done on 06-03-24.

Thank you

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Thursday, May 30, 2024 12:52 PM
To: Flock Safety Support <support@flocksafety.com>
Cc: Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Cam 086 "SB Bradley (north of Hancock)" still fail to read

I searched Cam 086 again for All images 5/30 0533-0537 Hrs. (I passed the camera at 05:35:15 Hrs). I “Request Additional Footage” for the image before I passed (05:34:28 Hrs) and the pickup truck after I passed (05:35:19 Hrs). No additional images populated. ?

Corporal Stephen L. Best

Santa Maria Police Department

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, May 30, 2024 11:56 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Cam 086 "SB Bradley (north of Hancock)" still fail to read

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

(just to you)
Hi Cpl. Best,
Request from our VP of Hardware Engineering:
Can you do a "request more footage" during that time and see if it shows up then?

Thanks!
Adam

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/30/2024, 9:58 AM
To: support@flocksafety.com
Cc: brendon.norton@flocksafety.com; tteh@cityofsantamaria.org; libby.landers@flocksafety.com; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Cam 086 "SB Bradley (north of Hancock)" still fail to read

Thank you very much!

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, May 30, 2024 6:53 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; Tee Jane Teh <tteh@cityofsantamaria.org>; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Cam 086 "SB Bradley (north of Hancock)" still fail to read

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Thanks for the update Cpl. Best. Frustrating but helpful. We have been doing a ton of work behind the scenes this week on your fleet of devices, and you can expect a more in-depth email coming soon!

Stay tuned,
Adam

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/30/2024, 9:07 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; tteh@cityofsantamaria.org
Subject: Cam 086 "SB Bradley (north of Hancock)" still fail to read

Flock Safety Support,

Camera “086 SB Bradley (north of Hancock)” has been having problems reading plates at night.

You serviced the camera yesterday 05-29-24.

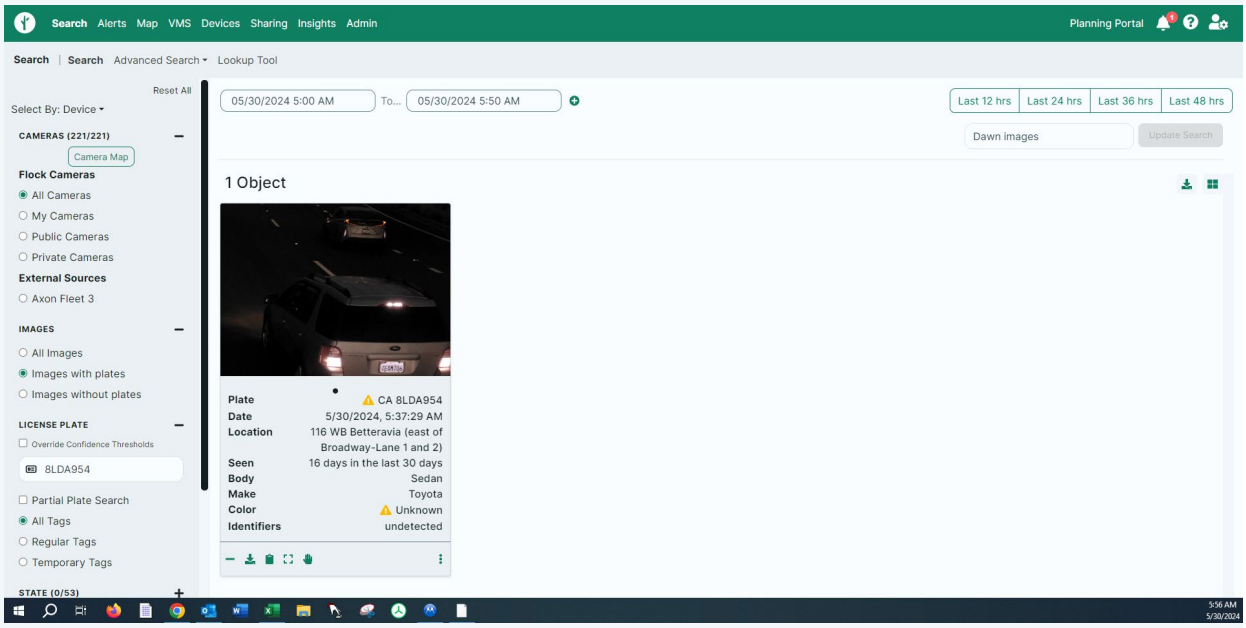
This morning (dawn…not really dark at all), I drove past the camera at 05:35:15 Hrs. in the #1 lane and the camera failed to record my plate (or my vehicle).

It DID record the pickup truck which was in the #2 lane behind me about 100 yards (about 2 seconds later).

Attached is the documentation.

Please continue to work on this camera.

Thank you.



Corporal Stephen L. Best

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From: Flock Safety Daily Digest <digest@flocksafety.com>
Sent: Thursday, May 30, 2024 4:38 AM
To: sanfordriggs@hasbarco.org; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Shane Armstrong <sarmstrong@cityofsantamaria.org>; Sara Peet <speet@cityofsantamaria.org>; Terry Flaa <tflaa@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: Upcoming Deployment Activity for CA - Santa Maria PD

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Flock Safety

PLANNING PORTAL

Daily Flock Deployment Status

CA - Santa Maria PD

Overview

157 Total Locations

98% complete!

2	0	0	155
Planning	Permitting	Installing	LIVE

View in Planning Portal

Happening today

Thursday, May 30, 2024

Nothing on the agenda today!

Take a look at the upcoming week.

In the next week

May 31 - 6, 2024

004 SB Blosser (south of Donovan)	Maintenance	Jun 3, 2024
116 WB Betteravia (east of Broadway...	Maintenance	Jun 3, 2024

View in the next week

Completed yesterday

Wednesday, May 29, 2024

	086 SB Bradley (north of Hancock)	Maintenance	May 29, 2024

View completed yesterday

Scheduling changes

Still on schedule!

Any recent changes to your work schedule will show here.

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thread::1HULQcc1IUGPXPztE9m_5w4::

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